

Notice of References Cited	Application/Control No. 09/682,000	Applicant(s)/Patent Under Reexamination KITTS, BRENDAN J.	
	Examiner Peter Choi	Art Unit. 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,078,892	06-2000	Anderson et al.	705/10
	B	US-6,519,572	02-2003	Riordan et al.	705/16
	C	US-6,298,348	10-2001	Eldering, Charles A.	705/36R
	D	US-6,505,168	01-2003	Rothman et al.	705/10
	E	US-5,974,396	10-1999	Anderson et al.	705/10
	F	US-5,930,764	07-1999	Melchione et al.	705/10
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Duke, Gary. "One-to-One.101". Summer 1999. MDBNews Issue 11.
	V	Novo, Jim. "RFM in Relationship Marketing: Customer Response, Retention and Valuation Concepts". Jan. 24, 2001. □□< http://www.jimnovo.com/RFM-tour.htm >.
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.